

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 65 & N65

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. PROPOSED CHANGES

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route Nos. 65 & N65.

Tenderers should note that the following alterations (subject to consultation) are proposed as part of this Service Specification for introduction with the new Route Agreement:

- A peak flow journey is specified during the Mondays to Fridays AM peak ex Kingston, Brook Street and the PM peak ex Ealing Broadway Station.
- Please note, the first departure on Sundays ex Kingston, Brook Street differs from Mondays to Saturdays to interwork with Route No. N65.
- The designation Route No. N65 is used for contractual purposes only. This service will be marketed as Route No. 65. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**
- Boxing Day frequencies are specified at Sunday frequency levels but with a later start. **Tenderers must include the cost of the Boxing Day element of this service within Section 4.1 of their tender bid. Tenderers must also identify the cost of the Boxing Day element of this service separately.**

3. TERMINALS

Route Nos. 65 & N65 will operate between Kingston, Brook Street and Ealing Broadway Station.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route Nos. 65 & N65 which will operate as follows:

| DAY OF OPERATION | |
|-------------------------|----------------|
| Mondays to Fridays | Section 6.1 |
| Saturdays & Good Friday | Section 6.2 |
| Sundays | Section 6.3 |
| Christmas Day | No service |
| Boxing Day | Section 6.4 |
| Other Public Holidays | Sunday service |
| Nightly | Section 6.5 |

* The New Year's Eve service level should be regarded as a minimum and any frequency increases and/or diversions will be discussed with the successful Tenderer on an annual basis.

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route Nos. 65 & N65 are currently approved for vehicles which are a maximum of 9.9 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

6.1 Mondays to Fridays

1. Kingston, Brook Street to Ealing Broadway Station

| | |
|-------------|---|
| 0505 - 0610 | Every 15 minutes |
| 0611 - 0630 | Every 10 minutes |
| 0631 - 0700 | Every 7½ minutes |
| 0701 - 0800 | Every 6 ² / ₃ minutes |
| 0801 - 1900 | Every 7½ minutes |
| 1901 - 2000 | Every 10 minutes |
| 2001 - 0105 | Every 12 minutes |

First departure from Kingston, Brook Street no later than 0510.

Last departure from Kingston, Brook Street no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 6²/₃ minutes apart at Kew Bridge Station between 0730 and 0840 and no more than 7½ minutes apart between 0841 and 0910 and between 1455 and 1625.

2. Ealing Broadway Station to Kingston, Brook Street

| | |
|-------------|---|
| 0505 - 0610 | Every 15 minutes |
| 0611 - 0640 | Every 10 minutes |
| 0641 - 1500 | Every 7½ minutes |
| 1501 - 1600 | Every 6 ² / ₃ minutes |
| 1601 - 1910 | Every 7½ minutes |
| 1911 - 2010 | Every 10 minutes |
| 2011 - 0100 | Every 12 minutes |

First departure from Ealing Broadway Station no later than 0510.

Last departure from Ealing Broadway Station no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 7½ minutes apart at Richmond, Bus Station between 0700 and 0900 and between 1455 and 1540 and no more than 6²/₃ minutes between 1541 and 1641.

6.2 Saturdays & Good Friday

1. Kingston, Brook Street to Ealing Broadway Station

| | |
|-------------|------------------|
| 0505 - 0615 | Every 20 minutes |
| 0616 - 0745 | Every 15 minutes |
| 0746 - 0830 | Every 10 minutes |
| 0831 - 1815 | Every 7½ minutes |
| 1816 - 1930 | Every 10 minutes |
| 1931 - 0105 | Every 12 minutes |

First departure from Kingston, Brook Street no later than 0510.

Last departure from Kingston, Brook Street no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 7½ minutes apart at Kew Bridge Station between 0855 and 1125.

2. Ealing Broadway Station to Kingston, Brook Street

| | |
|-------------|------------------|
| 0505 - 0610 | Every 20 minutes |
| 0611 - 0730 | Every 15 minutes |
| 0731 - 0815 | Every 10 minutes |
| 0816 - 1815 | Every 7½ minutes |
| 1816 - 1930 | Every 10 minutes |
| 1931 - 0105 | Every 12 minutes |

First departure from Ealing Broadway Station no later than 0510.

Last departure from Ealing Broadway Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 7½ minutes apart at Richmond, Bus Station between 0835 and 1135.

6.3 Sundays

1. Kingston, Brook Street to Ealing Broadway Station

| | |
|-------------|------------------|
| 0520 - 0555 | Every 30 minutes |
| 0556 - 0655 | Every 20 minutes |
| 0656 - 0840 | Every 15 minutes |
| 0841 - 0905 | Every 12 minutes |
| 0906 - 1805 | Every 10 minutes |
| 1806 - 0105 | Every 12 minutes |

First departure from Kingston, Brook Street no later than 0525.
Last departure from Kingston, Brook Street no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Kew Bridge Station between 1035 and 1135.

2. Ealing Broadway Station to Kingston, Brook Street

| | |
|-------------|------------------|
| 0505 - 0610 | Every 30 minutes |
| 0611 - 0710 | Every 20 minutes |
| 0711 - 0830 | Every 15 minutes |
| 0831 - 0855 | Every 12 minutes |
| 0856 - 1810 | Every 10 minutes |
| 1811 - 0105 | Every 12 minutes |

First departure from Ealing Broadway Station no later than 0510.
Last departure from Ealing Broadway Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Richmond, Bus Station between 1030 and 1130.

6.4 Boxing Day

1. Kingston, Brook Street to Ealing Broadway Station

| | |
|-------------|------------------|
| 0755 - 0840 | Every 15 minutes |
| 0841 - 0905 | Every 12 minutes |
| 0906 - 1805 | Every 10 minutes |
| 1806 - 0105 | Every 12 minutes |

First departure from Kingston, Brook Street no later than 0800.

Last departure from Kingston, Brook Street no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Kew Bridge Station between 1035 and 1135.

2. Ealing Broadway Station to Kingston, Brook Street

| | |
|-------------|------------------|
| 0810 - 0830 | Every 15 minutes |
| 0831 - 0855 | Every 12 minutes |
| 0856 - 1810 | Every 10 minutes |
| 1811 - 0105 | Every 12 minutes |

First departure from Ealing Broadway Station no later than 0815.

Last departure from Ealing Broadway Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Richmond, Bus Station between 1030 and 1130.

Tenderers must identify the cost of the Boxing Day element of this service separately.

6.5 Nightly

1. Kingston, Brook Street to Ealing Broadway Station

0120 - 0500 Every 30 minutes

First departure from Kingston, Brook Street no later than 0125.
Last departure from Kingston, Brook Street no earlier than 0455.

2. Ealing Broadway Station to Kingston, Brook Street

0105 - 0445 Every 30 minutes

First departure from Ealing Broadway Station no later than 0110.
Last departure from Ealing Broadway Station no earlier than 0440.

Tenderers must identify the cost of the Nightly element of this service separately.

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route Nos. 65 & N65 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. 65 shall be:

| | |
|---------------------------|---------------------------|
| Average Excess Wait Time: | No more than 1.30 minutes |
| Minimum Operated Mileage: | No less than 98.00% |

The **minimum** standards of acceptable performance for Route No. N65 shall be:

| | |
|--------------------------|---------------------|
| Departing on Time | No less than 85.00% |
| Minimum Operated Mileage | No less than 99.00% |

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 1.15 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N65 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 65 & N65

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

| | |
|--|--|
| Towards Ealing Broadway Station | Towards Kingston, Brook Street |
| Kingston | Ealing Broadway |
| Petersham \$ (not evenings or Sundays) | Richmond Station \$ |
| Richmond Station \$ | Petersham \$ (not evenings or Sundays) |

\$ Both directions observed simultaneously at this point. Counted as two surveys.

Total scheduled manual QSI surveys per quarter = 92.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route Nos. 65 & N65 are attached at Appendix B. This gives an indication of the time required to travel the route. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Mondays to Fridays AM & PM peaks and the Saturdays and Sundays shopping periods.

It is expected that any changes to these running times can be accommodated within existing cycle times.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route Nos. 65 & N65 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. 65 should interwork with Route No. N65 to provide a seamless 24 hour service.

Route Nos. 65 and N65 should interwork with other bus services where possible.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking/separation is delivered within its schedules.

11. CONTROL STRATEGY

Route Nos. 65 & N65 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route Nos. 65 & N65:

- Route No. 65 links several town centres and is therefore subject to unpredictable and variable traffic conditions.

Tenderers should also note the following factors/events which may have an impact on Route Nos. 65 & N65 in the foreseeable future:

- There are plans to redevelop Richmond town centre. The implications for bus standing arrangements and the routing of Route No. 371 during this project are not yet known. The successful Tenderer will be kept informed as the scheme progresses;
- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and/or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route Nos. 65 & N65 must serve all stops on the line of route designated for the route. There are two types of bus stop:

- Compulsory (white stop flag): where all buses must stop.
- Request (red stop flag): where buses are only required to stop if a passenger rings the bell or an intending passenger signals to the driver.

On all night routes (with N prefix) and on 24 hour routes (between the hours of 0100 and 0430) all bus stops are regarded as request stops regardless of their type.

Tenderers should note that there are proposals (subject to consultation) to remove the distinction between compulsory and request stops. If approved, the successful Tenderer will be advised of these changes in detail.

14. TIMING POINTS & MILEAGES

Timing Points

Buses should be timed at the following points:

Route Nos. 65 & N65

Kingston Brook Street

Kingston Kingsgate Road
 Ham Richmond Road/Dukes Avenue
 Petersham Dysart Arms
 Richmond George Street
 Richmond Station
 Kew Green
 Kew Bridge Station
 Brentford Smith Hill
 Brentford Ealing Road
 South Ealing Station
 Ealing Broadway Bond Street
Ealing Broadway Haven Green

Ealing Broadway Station

Ealing Broadway High Street
 South Ealing Station
 Brentford Ealing Road
 Brentford Smith Hill
 Kew Bridge Station
 Kew Green
 Richmond Station
 Richmond Bus Station
 Petersham Dysart Arms
 Ham Richmond Road/Dukes Avenue
 Kingston Cromwell Road Bus Station
Kingston Brook Street

Mileages for Route Nos. 65 & N65

| | |
|---|-----------|
| Kingston, Brook Street to Ealing Broadway Station | 9.3 miles |
| Ealing Broadway Station to Kingston, Brook Street | 9.5 miles |

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route Nos. 65 & N65 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

APPENDIX A: ROUTE RECORD

ROUTE Nos. 65 & N65: KINGSTON, BROOK STREET - EALING BROADWAY STATION

STREETS TRAVERSED

Towards Ealing Broadway Station: Brook Street, Eden Street, Clarence Street, Wood Street, Kingsgate Road, Richmond Road, Upper Ham Road, Petersham Road, Hill Street, George Street, The Square, The Quadrant, Kew Road, Richmond Circus, Kew Road, Kew Bridge, Kew Bridge Road, Brentford High Street, Ealing Road, South Ealing Road, St Mary's Road, Ealing Green, Bond Street, New Broadway, Spring Bridge Road, Haven Green (west side), Haven Green (north side), Haven Green (east side).

Towards Kingston, Brook Street: The Broadway, Ealing High Street, Ealing Green, St Mary's Road, South Ealing Road, Ealing Road, Brentford High Street, Kew Bridge Road, Kew Bridge, Kew Road, Richmond Circus, Kew Road, The Quadrant, The Square, Eton Street, Paradise Road, Church Terrace, Wakefield Road, Lewis Road, Red Lion Street, Hill Street, Petersham Road, Upper Ham Road, Richmond Road, Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way, Clarence Street, Eden Street, Brook Street.

STANDS, TURNING POINTS AND DESTINATION BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

| |
|-----------------|
| 65 via Richmond |
|-----------------|

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

KINGSTON, BROOK STREET

Public stand for two buses on west side of Brook Street, north of the junction with Wheatfield Way.

Buses proceed from Brook Street via Wheatfield Way and Brook Street to stand, departing to Brook Street. Set down in Brook Street, at stop F and pick up in Brook Street, at stop G.

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 vehicles on Route Nos. 65 & N65 should be scheduled to stand at any one time. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| OTHER INFORMATION: | Council toilet facilities available between 0900 and 1800 daily. |
| BLIND DISPLAY: | Kingston |

KINGSTON, CROMWELL ROAD (from Ealing Broadway Station)

Buses proceed from Cromwell Road via Cromwell Road Bus Station, Cromwell Road, Contraflow Bus Lane and Wood Street departing to Kingsgate Road. Set down in Cromwell Road, at stop A2 and pick up in Kingsgate Road, at stop U.

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | Turning Point Only - Buses must not stand. |
| BLIND DISPLAY: | Kingston, Cromwell Road |

HAM, DUKES AVENUE (from Ealing Broadway Station)

Public stand for two buses on north side of Dukes Avenue, commencing at lamp standard No. 5, 89 metres east of the junction with Lawrence Road.

Buses proceed from Richmond Road via Dukes Avenue, Dysart Avenue, Lammas Road, Beaufort Road and Dukes Avenue to stand, departing via Dukes Avenue and Richmond Road to Upper Ham Road. Set down in Richmond Road, at stop B and pick up in Upper Ham Road, at stop J.

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | To be used for unscheduled curtailments only. |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| BLIND DISPLAY: | Ham |

RICHMOND BUS STATION (from Ealing Broadway Station)

Private stand in bus station on north side of Wakefield Road.

Buses proceed from Wakefield Road via Richmond Bus Station to stand, departing via Richmond Bus Station, Wakefield Road, Lewis Road, Red Lion Street and Hill Street to George Street. Set down in Richmond Bus Station, at alighting point and pick up in George Street, at stop B.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for unscheduled curtailments only.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Richmond

RICHMOND STATION (from Kingston, Brook Street)

Public stand on west side of Kew Road, commencing 27 metres south of a point opposite centre of Church Road.

Buses proceed from Kew Road direct to stand, departing via Kew Road and Richmond Circus to Kew Road. Set down in Kew Road, at stop M and pick up in Kew Road, at stop E.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for unscheduled curtailments only
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Richmond

KEW GREEN

Public stand (offside) on east side of Kew Green, commencing at lamp standard number 1178 and extending north to a point opposite the party wall of 12/14.

From Ealing Broadway Station

Buses proceed from Kew Bridge via Kew Green to stand, departing via Kew Green and Kew Road to Kew Bridge. Set down in Kew Bridge, at stop P and pick up in Kew Bridge, at stop N.

From Kingston, Brook Street

Buses proceed from Kew Road via Kew Green to stand, departing via Kew Green to Kew Road. Set down in Kew Road, at stop L and pick up in Kew Road, at stop K.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for unscheduled curtailments only.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Kew Green

BRENTFORD, EALING ROAD (from Ealing Broadway Station)

Buses proceed from Ealing Road via Great West Road departing to Ealing Road. Set down in Ealing Road, at stop BA and pick up in Ealing Road, at stop BX.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand.**
BLIND DISPLAY: Great West Road, Ealing Road

BRENTFORD, COUNTY COURT

Public stand on south side of Back Lane, commencing 5 metres west of the western kerbline of Alexandra Road and extending 30 metres west.

From Ealing Broadway Station

Buses proceed from Ealing Road via Brentford High Street, Alexandra Road and Back Lane to stand, departing via Back Lane, St Paul's Road, Half Acre and Brentford High Street to Ealing Road. Set down in Ealing Road, at stop BD and pick up in Ealing Road, at stop BR.

From Kingston, Brook Street

Buses proceed from Brentford High Street via Alexandra Road and Back Lane to stand, departing via Back Lane, St Paul's Road and Half Acre to Brentford High Street. Set down in Brentford High Street, at stop BH and pick up in Brentford High Street, at stop BE.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for unscheduled curtailments only.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Brentford, County Court

EALING BROADWAY, HAVEN GREEN, STAND B

Private offside stand for 3 buses in lay-by on east side of Haven Green opposite No.36 The Parade.

Buses proceed from Haven Green (east side) direct to stand, departing via Haven Green (east side) to The Broadway. Set down in Haven Green (east side), at stop B and pick up in The Broadway, at stop F.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than **2** vehicles on Route Nos. 65 & N65 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
OTHER INFORMATION: LUL toilet facilities available between 0600 and 2200 daily.
BLIND DISPLAY: Ealing Broadway

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. 65
(based on current schedule)

MONDAYS TO FRIDAYS1. Kingston, Brook Street to Ealing Broadway Station

| | Typical early morning | Longest morning peak | Typical interpeak | Longest afternoon peak | Typical evening | Typical late evening |
|---|-----------------------------|----------------------------|----------------------|------------------------------|--------------------|----------------------------|
| Kingston Brook Street | 0510 | 0806 | 1259 | 1706 | 2008 | 2259 |
| Kingston <i>Kingsgate Road</i> | 0513 | 0811 | 1304 | 1712 | 2011 | 2302 |
| Ham <i>Richmond Road/Dukes Avenue</i> | 0517 | 0817 | 1309 | 1718 | 2016 | 2307 |
| Petersham <i>Dysart Arms</i> | 0521 | 0823 | 1315 | 1724 | 2020 | 2311 |
| Richmond <i>George Street</i> | 0524 | 0830 | 1320 | 1731 | 2025 | 2315 |
| Richmond Station | 0526 | 0833 | 1323 | 1735 | 2028 | 2317 |
| Kew Green | 0531 | 0841 | 1331 | 1744 | 2034 | 2323 |
| Kew Bridge Station | 0532 | 0844 | 1333 | 1747 | 2036 | 2324 |
| Brentford <i>Smith Hill</i> | 0534 | 0847 | 1336 | 1751 | 2038 | 2326 |
| Brentford <i>Ealing Road</i> | 0536 | 0850 | 1338 | 1754 | 2040 | 2328 |
| South Ealing Station | 0539 | 0856 | 1342 | 1758 | 2044 | 2331 |
| Ealing Broadway <i>Bond Street</i> | 0542 | 0903 | 1347 | 1804 | 2048 | 2335 |
| Ealing Broadway Station | 0544 | 0907 | 1351 | 1808 | 2051 | 2337 |
| | 34 minutes | 61 minutes | 52 minutes | 62 minutes | 43 minutes | 38 minutes |

MONDAYS TO FRIDAYS2. Ealing Broadway Station to Kingston, Brook Street

| | Typical early morning | Longest morning peak | Typical interpeak | Longest afternoon peak | Typical evening | Typical late evening |
|---|-----------------------------|----------------------------|----------------------|------------------------------|--------------------|----------------------------|
| Ealing Broadway Station | 0510 | 0800 | 1255 | 1704 | 2006 | 2258 |
| Ealing Broadway <i>High Street</i> | 0511 | 0803 | 1258 | 1707 | 2008 | 2300 |
| South Ealing Station | 0514 | 0808 | 1302 | 1712 | 2012 | 2303 |
| Brentford <i>Ealing Road</i> | 0516 | 0813 | 1306 | 1717 | 2015 | 2305 |
| Brentford <i>Smith Hill</i> | 0518 | 0816 | 1308 | 1720 | 2017 | 2307 |
| Kew Bridge Station | 0520 | 0820 | 1311 | 1724 | 2020 | 2309 |
| Kew Green | 0521 | 0822 | 1313 | 1726 | 2021 | 2310 |
| Richmond Station | 0527 | 0832 | 1323 | 1737 | 2029 | 2317 |
| Richmond <i>Bus Station</i> | 0529 | 0836 | 1326 | 1742 | 2032 | 2319 |
| Petersham <i>Dysart Arms</i> | 0533 | 0842 | 1331 | 1749 | 2036 | 2323 |
| Ham <i>Richmond Road/Dukes Avenue</i> | 0537 | 0848 | 1336 | 1755 | 2041 | 2328 |
| Kingston <i>Cromwell Road Bus Station</i> | 0541 | 0856 | 1343 | 1803 | 2047 | 2333 |
| Kingston Brook Street | 0544 | 0901 | 1348 | 1808 | 2051 | 2337 |
| | 34 minutes | 61 minutes | 53 minutes | 64 minutes | 45 minutes | 39 minutes |

SATURDAYS1. Kingston, Brook Street to Ealing Broadway Station

| | Typical early morning | Typical late AM shopping period | Typical PM shopping period | Typical evening | Typical late evening |
|---------------------------------------|-----------------------------|--|-------------------------------------|--------------------|----------------------------|
| Kingston Brook Street | 0515 | 1027 | 1500 | 2008 | 2259 |
| Kingston, <i>Kingsgate Road</i> | 0518 | 1031 | 1505 | 2010 | 2302 |
| Ham <i>Richmond Road/Dukes Avenue</i> | 0522 | 1036 | 1511 | 2016 | 2307 |
| Petersham <i>Dysart Arms</i> | 0526 | 1041 | 1517 | 2020 | 2311 |
| Richmond <i>George Street</i> | 0529 | 1046 | 1523 | 2025 | 2315 |
| Richmond Station | 0531 | 1050 | 1527 | 2028 | 2317 |
| Kew Green | 0536 | 1058 | 1536 | 2034 | 2323 |
| Kew Bridge Station | 0537 | 1100 | 1538 | 2036 | 2324 |
| Brentford <i>Smith Hall</i> | 0539 | 1103 | 1541 | 2038 | 2326 |
| Brentford <i>Ealing Road</i> | 0541 | 1105 | 1543 | 2040 | 2328 |
| South Ealing Station | 0544 | 1109 | 1547 | 2044 | 2331 |
| Ealing Broadway <i>Bond Street</i> | 0547 | 1115 | 1553 | 2048 | 2335 |
| Ealing Broadway Station | 0549 | 1119 | 1557 | 2051 | 2337 |
| | 34 minutes | 52 minutes | 57 minutes | 43 minutes | 38 minutes |

SATURDAYS

2. Ealing Broadway Station to Kingston, Brook Street

| | Typical early morning | Typical late AM shopping period | Typical PM shopping period | Typical evening | Typical late evening |
|---|-----------------------------|--|-------------------------------------|--------------------|----------------------------|
| Ealing Broadway Station | 0510 | 1034 | 1500 | 2006 | 2258 |
| Ealing Broadway <i>High Street</i> | 0511 | 1036 | 1503 | 2008 | 2300 |
| South Ealing Station | 0514 | 1041 | 1508 | 2012 | 2303 |
| Brentford <i>Ealing Road</i> | 0516 | 1044 | 1512 | 2015 | 2305 |
| Brentford <i>Smith Hill</i> | 0518 | 1046 | 1514 | 2017 | 2307 |
| Kew Bridge Station | 0520 | 1049 | 1517 | 2020 | 2309 |
| Kew Green | 0521 | 1051 | 1519 | 2021 | 2310 |
| Richmond Station | 0527 | 1100 | 1530 | 2029 | 2317 |
| Richmond <i>Bus Station</i> | 0529 | 1104 | 1534 | 2032 | 2319 |
| Petersham <i>Dysart Arms</i> | 0533 | 1110 | 1540 | 2036 | 2323 |
| Ham <i>Richmond Road/Dukes Avenue</i> | 0537 | 1115 | 1545 | 2041 | 2328 |
| Kingston <i>Cromwell Road Bus Station</i> | 0541 | 1123 | 1553 | 2047 | 2333 |
| Kingston Brook Street | 0544 | 1129 | 1559 | 2051 | 2337 |
| | 34 minutes | 55 minutes | 59 minutes | 45 minutes | 39 minutes |

SUNDAYS

1. Kingston, Brook Street to Ealing Broadway Station

| | Typical early morning | Typical late AM shopping period | Typical PM shopping period | Typical evening | Typical late evening |
|--|-----------------------------|--|-------------------------------------|--------------------|----------------------------|
| Kingston Brook Street | 0525 | 1033 | 1500 | 1957 | 2259 |
| Kingston, <i>Kingsgate Road</i> | 0528 | 1036 | 1505 | 2001 | 2302 |
| Ham <i>Richmond Road /Dukes Avenue</i> | 0532 | 1040 | 1510 | 2006 | 2307 |
| Petersham <i>Dysart Arms</i> | 0536 | 1046 | 1516 | 2010 | 2311 |
| Richmond <i>George Street</i> | 0539 | 1051 | 1521 | 2015 | 2315 |
| Richmond Station | 0541 | 1054 | 1524 | 2017 | 2317 |
| Kew Green | 0546 | 1102 | 1532 | 2024 | 2323 |
| Kew Bridge Station | 0547 | 1104 | 1534 | 2025 | 2324 |
| Brentford <i>Smith Hill</i> | 0549 | 1107 | 1537 | 2027 | 2326 |
| Brentford <i>Ealing Road</i> | 0551 | 1109 | 1539 | 2029 | 2328 |
| South Ealing Station | 0554 | 1113 | 1543 | 2032 | 2331 |
| Ealing Broadway <i>Bond Street</i> | 0557 | 1118 | 1548 | 2036 | 2335 |
| Ealing Broadway Station | 0559 | 1121 | 1551 | 2038 | 2337 |
| | 34 minutes | 48 minutes | 51 minutes | 41 minutes | 38 minutes |

SUNDAYS

2. Ealing Broadway Station to Kingston, Brook Street

| | Typical early morning | Typical late AM shopping period | Typical PM shopping period | Typical evening | Typical late evening |
|--|-----------------------------|--|-------------------------------------|--------------------|----------------------------|
| Ealing Broadway Station | 0510 | 1035 | 1502 | 1958 | 2258 |
| Ealing Broadway <i>High Street</i> | 0511 | 1037 | 1505 | 2000 | 2300 |
| South Ealing Station | 0514 | 1040 | 1509 | 2003 | 2303 |
| Brentford <i>Ealing Road</i> | 0516 | 1043 | 1513 | 2006 | 2305 |
| Brentford <i>Smith Hill</i> | 0518 | 1045 | 1515 | 2008 | 2307 |
| Kew Bridge Station | 0520 | 1048 | 1518 | 2010 | 2309 |
| Kew Green | 0521 | 1050 | 1520 | 2011 | 2310 |
| Richmond Station | 0527 | 1101 | 1531 | 2019 | 2317 |
| Richmond <i>Bus Station</i> | 0529 | 1104 | 1534 | 2021 | 2319 |
| Petersham <i>Dysart Arms</i> | 0533 | 1109 | 1539 | 2025 | 2323 |
| Ham <i>Richmond Road/Dukes Avenue</i> | 0537 | 1114 | 1544 | 2030 | 2328 |
| Kingston, <i>Cromwell Road Bus Station</i> | 0541 | 1122 | 1552 | 2035 | 2333 |
| Kingston Brook Street | 0544 | 1127 | 1557 | 2039 | 2337 |
| | 34 minutes | 52 minutes | 55 minutes | 41 minutes | 39 minutes |

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. N65
(based on current schedule)

NIGHTLY

1. Kingston, Brook Street to Ealing Broadway Station

| | Typical late night | Typical early morning |
|--------------------------------|-----------------------|--------------------------|
| Kingston Brook Street | 0125 | 0355 |
| Kingston Kingsgate Road | 0127 | 0357 |
| Ham Richmond Road/Dukes Avenue | 0130 | 0400 |
| Petersham Dysarts Arms | 0133 | 0403 |
| Richmond George Street | 0136 | 0406 |
| Richmond Station | 0138 | 0408 |
| Kew Green | 0142 | 0412 |
| Kew Bridge Station | 0143 | 0413 |
| Brentford Smith Hill | 0145 | 0415 |
| Brentford Ealing Road | 0147 | 0417 |
| South Ealing Station | 0149 | 0419 |
| Ealing Broadway Bond Street | 0152 | 0422 |
| Ealing Broadway Station | 0154 | 0424 |
| | 29 | 29 |
| | minutes | minutes |

NIGHTLY

2. Ealing Broadway Station to Kingston, Brook Street

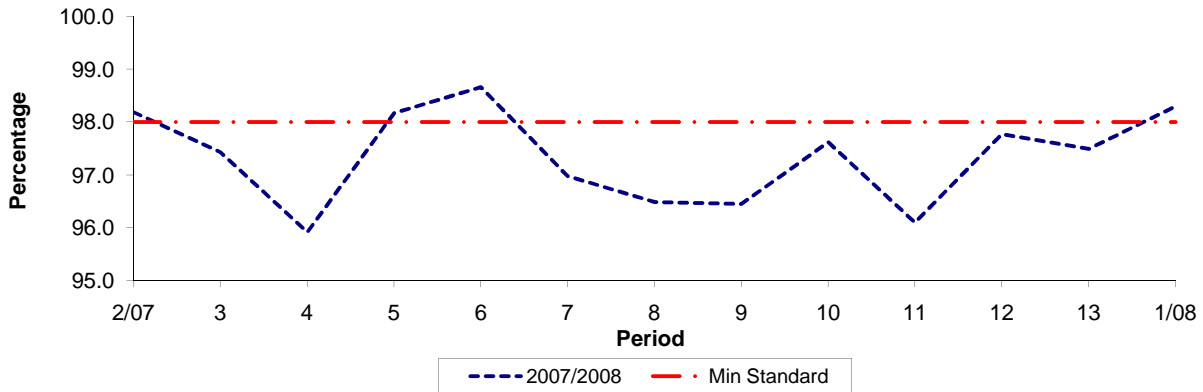
| | Typical late night | Typical early morning |
|--|-----------------------|--------------------------|
| Ealing Broadway Station | 0113 | 0413 |
| Ealing Broadway <i>High Street</i> | 0114 | 0414 |
| South Ealing Station | 0116 | 0416 |
| Brentford <i>Ealing Road</i> | 0118 | 0418 |
| Brentford <i>Smith Hill</i> | 0120 | 0420 |
| Kew Bridge Station | 0122 | 0422 |
| Kew Green | 0123 | 0423 |
| Richmond Station | 0127 | 0427 |
| Richmond <i>Bus Station</i> | 0129 | 0429 |
| Petersham <i>Dysart Arms</i> | 0132 | 0432 |
| Ham <i>Richmond Road/Dukes Avenue</i> | 0135 | 0436 |
| Kingston, <i>Cromwell Road Bus Station</i> | 0139 | 0440 |
| Kingston Brook Street | 0142 | 0443 |
| | 29 | 30 |
| | minutes | minutes |

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

PART B - PERFORMANCE STATISTICS

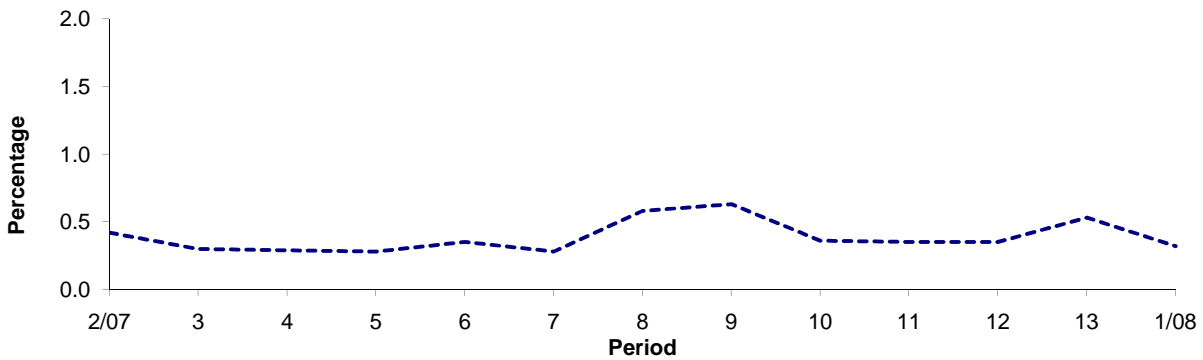
Route 57

Mileage Operated



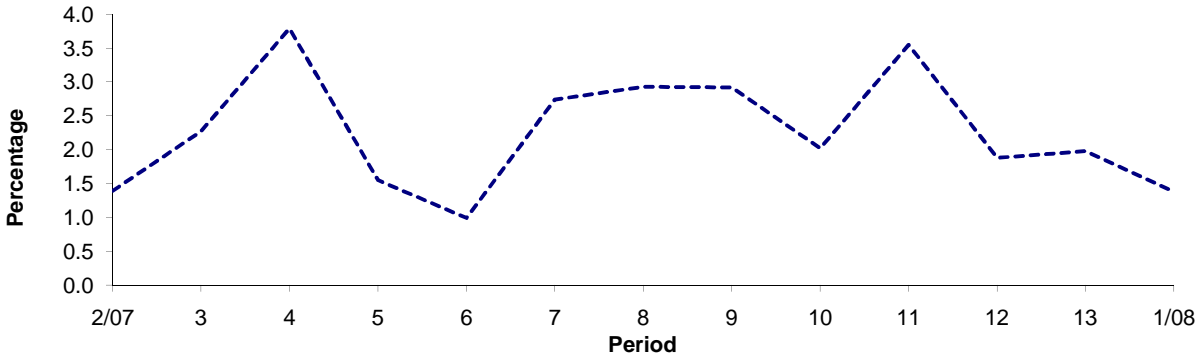
| Period | 2/07 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/08 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2007/2008 | 98.19 | 97.43 | 95.92 | 98.17 | 98.66 | 96.98 | 96.49 | 96.45 | 97.62 | 96.10 | 97.77 | 97.49 | 98.30 |
| Min Standard | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 | 98.00 |

Deductible Mileage



| Period | 2/07 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/08 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2007/2008 | 0.42 | 0.30 | 0.29 | 0.28 | 0.35 | 0.28 | 0.58 | 0.63 | 0.36 | 0.35 | 0.35 | 0.53 | 0.32 |

Non Deductible Mileage



| Period | 2/07 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/08 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2007/2008 | 1.39 | 2.27 | 3.79 | 1.55 | 0.99 | 2.74 | 2.93 | 2.92 | 2.02 | 3.55 | 1.88 | 1.98 | 1.38 |

Note : Mileage is based on 4 weeks data